



DESK SUPERVISOR

Under the supervision of the Director and Office Manager is responsible for overseeing and maintaining an efficient and accurate front desk. Must work at the desk, provide daily administrative support and assist the Office Manager and Doyle & Recreation Director with daily operations.

Essential Functions:

*Responsible for entering and maintaining memberships. *Answers inquiries and questions, at front desk or on the telephone, regarding Doyle memberships, billings, programs, policies and procedures. *Coordinates personnel management activities and evaluating subordinate staff with the Office Manager and Director. *Assist with training front desk employees. *Responsible for scheduling desk staff and making sure shifts are covered, sometimes on short notice. *Work and assist with special events. *Must be willing to work evenings and weekends as assigned. *Assist Office Manager with responsibilities as needed or during absences. *Other duties as assigned by the Office Manager and/or Director.

Education:

High school diploma or equivalent with advanced coursework in business/accounting and administrative field. Associate's Degree in Business/Accounting preferred.

Experience:

Three to five years' experience in customer service, general office procedures, accounting, knowledge of Microsoft products, and must be able to multi-task.

Physical Requirements:

Ability to enter and retrieve computer information.

Ability to access department files, lifting and carrying materials weighing up to 25 lbs.

Prolonged bending, stooping, reaching, sitting and/or standing as required.

[The qualifications listed above are intended to represent the minimum skills and experience levels associated with performing the duties and responsibilities contained in this job description. The qualifications should not be viewed as expressing absolute employment or promotional standards, but as general guidelines that should be considered along with other job-related selection or promotional criteria.]

